Release Notes for Cisco Jabber for iPhone and iPad 12.6

First Published: 2019-04-09

Last Modified: 2020-01-14

What's New in Cisco Jabber for iPhone and iPad 12.6(2)

Resolved Caveats

This release provides fixes for some known issues. See the Resolved Caveats 12.6(2) section for a list of caveats fixed in this release.

What's New in Cisco Jabber for iPhone and iPad 12.6(1)

Support for Viewing ECM Files

In team messaging mode, users are now able to view files sent to them via Enterprise Content Management (ECM) rather than from a local directory. Selecting a shared ECM file will cross-launch a web browser where the file can be viewed.

Resolved Caveats

This release provides fixes for a number of known issues. See the Resolved Caveats 12.6(1) section for a list of caveats fixed in this release.

What's New in Cisco Jabber for iPhone and iPad 12.6

Jabber Team Messaging Mode

Support on Jabber for iPhone and iPad—Jabber for iPhone and iPad users have a new cloud-based deployment option that lets them work together in a team messaging mode from their Jabber client. In team messaging mode, users get a new **Chats** tab in their client that they can use for group discussions.

Users will be able to:

- Send and receive direct messages and group messages, and get read receipts for them.

- Use key messaging features like sending files, flagging messages, deleting messages, using @mentions, emoticons, gifs, announcement mode, and message encryption.

- Filter messages (All, Direct Messages, Spaces, Unread, @mention, Favorites, Notifications, Flags).

- See the list of their spaces.

- Turn a conversation into a Webex meeting.

- Show and display the following presence states: Active, Inactive, In a meeting, In a call, Presenting, Do Not Disturb, and Out of Office.

- Search for people, spaces, messages and files.

- Identify external contacts in a chat window.

Contact migration is not supported from a mobile device. Instead, users can sign in to Jabber from a Windows or Mac computer and migrate their contacts from there, or they can add their contacts to their contact list manually on their mobile device.

For a detailed look at what Jabber team messaging mode is and how it works, see the *Cloud-Based Deployment Scenarios* in the Planning Guide for Cisco Jabber and the workflow for *Hybrid Deployments with Cisco Webex Platform Service* in Cloud and Hybrid Deployments for Cisco Jabber.

Upgrade Profiles—You can create upgrade profiles on the Webex Control Hub for individual users or for your organization. Use the upgrade profiles to control which version of Jabber team messaging mode your users are on. For more information about setting up upgrade profiles, see how to *Add Upgrade Profiles in the Webex Control Hub* in *Cloud and Hybrid Deployments for Cisco Jabber 12.6*.

Search on CI, UDS and LDAP—Users with Jabber team messaging mode can now search for contacts and their profiles from the company directory (on UDS/LDAP), even if the contact is not in the CI. With the search results, you'll see the person's profile picture, and be able to call them. To define the scope of contacts search, CI-only search is the default behavior. For more information, check out the ContactProfileSource and ContactSearchSource parameters in the Parameters Reference Guide for Cisco Jabber 12.6.

File Policy—You can control the file policy for your users on Jabber team messaging mode by restricting if users can share files. Set the file policy in the Cisco Webex Control Hub.

Feature Improvements

Offline Message Support For Jabber and Webex Teams—We have improved the messaging experience for Webex Messenger users who are enabled for interoperability between Cisco Jabber and Cisco Webex Teams. Now when users who have been using Cisco Webex Teams sign back in to Jabber after a period being offline, they will no longer get an alert telling them that new messages are available in Webex Teams, with a link to the Webex Teams web client. Instead, they will receive their new messages in Jabber for their missed one-to-one conversations.

For more information, see how to Set Up Interoperability for Cisco Webex Teams and Jabber.

ActiveControl Support Over the MRA Expressway—ActiveControl is only accessible to users who are outside of the corporate network by using the Expressway for Mobile and Remote Access (MRA). Using ActiveControl over MRA is done using SIP oAuth or CAPF enrollment. For environments without secure phones, users can now authenticate to the network using their username and password when moving onto MRA.

For information about setting up ActiveControl, see Feature Configuration for Cisco Jabber 12.6.

Hide Persistent Chat Room Members—Jabber now supports a setting in Cisco Unified Communications Manager that lets you decide whether members and administrators of a persistent chat room are listed in the room even when they don't have the chat window open. Changes to this setting apply only to restricted rooms that are created after the change has been made. For more information, see the *Persistent Chat Rooms* section in Feature Configuration for Cisco Jabber 12.6.

Support for Special Characters—Jabber now supports the use of special characters in usernames during login.

UDS Failover—In the event that your Cisco Unified Communications Manager User Data Service - UDS1(UCM1) - server becomes unavailable, Jabber can now dynamically failover to the UDS2(UCM2) server for contact resolution and search. For more information, see the Planning Guide for Cisco Jabber.

SIP-URI Display—It is now possible to display SIP-URI details for all users, even those in the same domain.

Disable Embedded Social Media Links—To comply with industry guidelines, the social media links in pages, such as the End User License Agreement and Privacy Policy, are now disabled.

Accessories and Devices

Device Support—We added support for the following devices:

- 3rd generation iPad Pro: 11-inch and 12.9-inch

- Apple Watch series 4

For a full list of supported iPhone and iPad devices, see *Hardware Requirements for Cisco Jabber for iPhone and iPad* in the Planning Guide for Cisco Jabber 12.6.

Requirements

Cisco Jabber Requirements

Many Cisco Jabber requirements are common between client types. Client specific requirements are documented in the *Release Notes*, all other requirements are documented in the *Planning Guide for Cisco Jabber*.

Operating Systems for Cisco Jabber for iPhone and iPad

Refer to the App Store for the latest supported operating system version information.

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Important Cisco supports only the current App Store version of Cisco Jabber for iPhone and iPad. Defects found in any Cisco Jabber for iPhone and iPad release are evaluated against current versions.

Hardware Requirements for Cisco Jabber for iPhone and iPad

The following Apple devices are supported for Cisco Jabber for iPhone and iPad on iOS 11.X and iOS 12.X. The devices that are not upgraded to these versions are not supported.

Apple Device	Version
iPad	5th and 6th generation
iPad Air	Air 1 and Air 2
iPad Pro	9.7 and 10.5 inch 12.9 inch, 1st, 2nd and 3rd generation
iPad mini	Mini 2, mini 3, and mini 4

Apple Device	Version
iPhone	5s, 6, 6 Plus, 6s, 6s Plus, 7, 7 Plus , 8, 8 Plus, X, Xs, Xs Max, XR and SE
iPod touch	6th generation
Apple Watch	WatchOS 5 running on Apple Watch and Apple Watch 2, 3 and 4.

The following Bluetooth headsets are supported on iPhone and iPad:

Table 1:

Manufacturer	Model(s)
Cisco	561, 562
Jabra	BIZ 2400, Easygo, Evolve 65 UC Stereo, EXTREME 2, Motion[1], PRO 9470, Speak 450 for Cisco, Speak 510, Stealth Supreme UC, Wave +
Jawbone	ICON for Cisco Bluetooth Headset
Plantronics	Voyager Edge, Voyager Edge UC, Voyager Legend, Voyager Legend UC
Sony Eriksson	MW-600

[1] Supports Bluetooth control for Cisco Jabber calls. This feature is only supported with firmware version 3.72.

Accessibility

Screen Readers

Cisco Jabber for iPhone and iPad is compatible with the VoiceOver screen reader. Users who require screen readers should always use the most recent version to ensure the best possible user experience.

Assistive Touch

You can navigate Cisco Jabber for iPhone and iPad using Explore by Touch.

Limitations and Restrictions

- Apple has new requirements for trusted certificates in iOS 13 (see https://support.apple.com/en-us/HT210176). Ensure that the certificates on the Unified Communications Mananger, IM & Presence, and Expressway servers meet these requirements. If your certificates don't meet these requirements, users are prompted to accept the certificates for each session.

- If you make a Cisco Jabber for iPhone and iPad call using Expressway for Mobile and Remote Access over a 2G, 3G, or 4G network, you may experience audio quality issues from network instability.

- For Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X, you have to configure the editable inbound rules to enable the single number reach for users who are using Cisco Jabber over Mobile and Remote Access. For more information, see *Limitations* in *Enable Single Number Reach* section from the *Feature Configuration Guide for Cisco Jabber 12.0*.

- Cisco Jabber for mobile clients do not show Favorite icon for users with Phone Only account.

- Without Apple Push Notifications (APNs), when Cisco Jabber is suspended and receives an incoming call or chat, the iOS does not wake up Cisco Jabber. The call or instant message appears on the device after several minutes or when Cisco Jabber is taken to the foreground. As a workaround, reset the network settings using **Settings** > **General** > **Reset** > **Reset Network Settings** in the iOS device.

- Users can no longer edit their Phone Services servers manually, except when they are in hybrid cloud mode. In hybrid deployments, administrators can configure the Phone Services servers to be editable.

- The first usage of Secure Phone functionality must be on the corporate network or VPN to ensure proper certificate installation.

- Voice recognition for voicemail PIN is highly sensitive to the background noise and may interpret background noise as user input when the user doesn't input anything. Refer to *System Administration Guide for Cisco Unity Connection* to disable this function.
  https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-maintenance-guides-list.html

- Certificate validation windows pop up when the certificate on Cisco Unified Communications Manager is issued by an intermediate certificate authority. Use a certificate that is signing with the root rather than an intermediate certificate authority.

- From 10.5 release onwards, all the Cisco Jabber account related files, including Configuration, Contacts, Credentials, History, Logs, Photo and so on, are not backed up on the iCloud and iTunes due to privacy reasons.

- Creating and Configuring Devices for Users in Cisco Unified Communications Manager 11.0 — If you are creating devices for users in Cisco Unified Communications Manager 11.0, you can now specify a key order as RSA Only, EC Only, EC Preferred, or RSA Backup. However, the EC Only option is not currently supported by Cisco Jabber, and if you select it, the client fails to connect to the server.

- With Jabber running in the background, if users try moving between networks; for example, from WiFi to 3G, the client disconnects from the servers. It can take up to 11 minutes to reconnect and can lead to missed calls. To avoid missed calls, it is recommended to enable Apple Push Notification service.

- There is a known issue with signing into Cisco Jabber for some users who have migrated to Common Identity. If users receive an Incorrect user name or password error message when entering their username and password, see the following knowledge base article,
  https://cisco-support.webex.com/guest/articles/en_US/Troubleshooting/WBX000019555/myr=false.

- CallKit functionality is deactivated in China due to government regulations.

iPhone

- Due to some limitations when Cisco Jabber for iPhone and iPad is running on iOS, Configure the Single Number Reach (SNR) feature within Cisco Unified Communications Manager for users that require 100% reliability in call notifications. The limitations include:

  - iOS may shut down Cisco Jabber and other applications that are running in the background to preserve resources. While the client attempts to relaunch, there is a possibility that calls may be missed. To minimize the impact, it is recommended to enable Apple Push Notification service.

- Without Apple Push Notifications (APNs), the device sometimes switches connection from the Wi-Fi data network to the mobile voice network while the device is in Sleep mode. Incoming calls may be missed due to this issue. To prevent this issue, go to the iPhone Settings and turn off **Cellular Data** or alternatively turn on **SNR**.

- The VPN can disconnect when Connect-On-Demand is enabled and the user changes networks. Cisco Jabber for iPhone and iPad may take up to 11 minutes to reconnect through the VPN. This issue can lead to missing incoming calls. This occurs when the Wi-Fi signal is not stable or sometimes the mobile network takes priority and it switches between Wi-Fi and mobile network, while Jabber is unable to quickly connect to phone services during the handover. After Cisco Jabber for iPhone and iPad reconnects, users who have voicemail enabled in their account receive voicemail notifications for any missed calls that went to voicemail. To minimize the time to reconnect, users can bring the app to the foreground after changing connection environments. It is also recommended to enable Apple Push Notification service.

- **Cisco Webex Meetings**— If the meeting siteType is ORION, then Cisco Jabber for iPhone and iPad cannot start Webex Meetings over Expressway for Mobile and Remote Access network.

- If Cisco Jabber on iPhone is unable to reach the primary subscriber due to packet loss, it does not failover to secondary CM node. For more information, see CSCux83785.

- If you are setting up Dial via Office - Reverse (DVO-R) on Cisco Unified Communications Manager consider the following:

  - The feature only applies to iPhone; it is not supported on iPad or iPod Touch devices because it requires that the device can access a mobile network.

  - You can make DvO-R calls over Expressway for Mobile and Remote Access when you are outside corporate network. DVO-R is supported over Cisco Expressway X8.7 and Cisco Unified Communications Manager 11.0(1a)SU1.

  - DVO enabled devices may encounter issues registering with Cisco Unified Communications Manager 8.6 and above. Resetting the device from the Cisco Unified Communications Manager administrative interface fixes this issue.

  - The feature requires Cisco Unified Communications Manager Release 8.6.2 SU4, 9.1.2, or 10.x.

  - The feature cannot be used in conjunction with the Secure Call feature. Secure calls cannot be established if DVO-R is enabled.

  - Due to a limitation with Cisco Unified Communications Manager, if the user places a DVO-R call to an invalid phone number over a SIP trunk, the user hears several seconds of silence instead of an audio message stating the number was invalid.

- If the user is on a Cisco Unified Communications Manager call and receives an incoming mobile call, iPhone starts ringing and prompts the user to answer or decline the mobile call. At the same time, the Cisco Unified Communications Manager call on Cisco Jabber goes on hold automatically.

- To ensure that you do not miss incoming Cisco Jabber chats and calls, go to **iOS Settings** > **Notification Center** and check that the Cisco Jabber sound setting is turned on.

- If you receive a Cisco Unified Communication Manager call, while placing a VoIP call, Cisco Jabber for iPhone and iPad sends the incoming call to voicemail. If you do not have voicemail, Cisco Jabber for iPhone and iPad ignores the call.

- The maximum number of participants for ad-hoc conferences is limited to three; this is the maximum number of calls for TCT devices. The maximum participants for ad-hoc conference is configured on Cisco Unified Communication Manager in **Service Parameter Configuration** > **Clusterwide Parameters** > **Maximum Ad Hoc Conference Required**.

- Voice and video quality over non-corporate Wi-Fi or mobile data networks cannot be guaranteed.

- The quality of video calls varies depending on the network connection. Cisco Technical Assistance Center (TAC) cannot troubleshoot video quality when you use 3G or 4G networks to connect Cisco Jabber for iPhone and iPad with Cisco AnyConnect Secure Mobility Client or another VPN client.

- If you receive an incoming call on your iPhone, the iPhone automatically disables the microphone for all other applications, and there is no time to inform your current caller that you need to take another call. If you accept the new incoming call, your Cisco Jabber for iPhone and iPad Cisco Unified Communications Manager call is automatically placed on hold, and you cannot return to it until you end the iPhone call. To work around this issue, decline the call and then tap Resume so that your current caller can hear you again. If your device is locked, quickly press the On/Off Sleep/Wake button twice to decline the call, and then tap Resume.

- SIP Digest Authentication is not supported.

- Cisco Unified Communications Manager as a directory source is capable of scaling to 50% of the device capacity that a Cisco Unified Communications Manager node can handle.

- When the device is in Do Not Disturb (DND) mode and locked, then it vibrates upon receiving a Cisco Jabber call.

- With iOS versions 10 and 11 with Cisco Jabber 12.0, you cannot receive call notifications on Apple Watch because CallKit can't work with Apple Watch. This is an Apple iOS limitation.

- When in the background for a few hours, Jabber relaunches without notification.

iPad

- When users transition between networks, their availability status may not be accurate.

- Cisco Jabber for iPhone and iPad supports interoperability and optimal video quality with Cisco TelePresence System (CTS) devices if you use a TelePresence or video bridge to connect the devices. The number of devices that you can use for joining a video call will be determined by the Multipoint Control Unit (MCU) and settings defined for the conference bridge.

Required versions and settings for CTS interoperability
VCS call control environment:
All CTS devices must be using 1.9.1(68) or a later firmware version.

Cisco Unified Communications Manager call control environment:
 	
• All CTS devices must be using 1.9.1(68) or a later firmware version.
 	
• Create Media Regions for iPad and CTS by following these steps:
 	
  1. Provision two media regions with the first region for CTS using a maximum video call bit rate of 32000 Kbps and second region for iPad using a maximum video call bit rate of 768 Kbps.
 	
  2. Create a region relationship from the CTS region to the iPad region, described in step 1, using a maximum video call bit rate of 512 Kbps.

Required versions and settings for CTS interoperability
To verify your VCS firmware and hardware codec versions, check the Device information screen in the Cisco TelePresence System Administration.

Consult the Cisco Unified Communications Manager Administration documentation for details about setup.

- You cannot block contacts who are within your own organization.

- If you delete a group of contacts on another device other than an iPad, they may still appear in Cisco Jabber for iPhone and iPad. You will need to sign out and sign in for the changes to take effect.

- If you start an action, such as signing in or tapping **Webex Meeting** to start a meeting, and then bring Cisco Jabber for iPhone and iPad to the background before the action is completed, you cannot successfully complete the action.

- If you tap **Webex Meeting** to start a meeting, a meeting invitation is sent when either the meeting starts or 60 seconds has elapsed.

- When on a Cisco Jabber call and you put Cisco Jabber to the background, sometimes the call indicator will show Cisco Jabber recording, depending on the iOS versions.

Apple Watch

Notifications are not supported on Apple Watch in Jabber team messaging mode.

Performance and Behavior Notes

Multiple Resource Login

When a user signs in to multiple instances of the client at the same time, the chat feature behaves as follows:

- The first incoming chat message is sent to all the clients.

- The first client to reply to the incoming chat message gets all the subsequent messages. The other clients do not get these subsequent incoming messages.

- If the client does not use the chat feature for 5 minutes, the next incoming message is sent to all the clients again.

Contact Resolution for Enterprise Groups

Jabber resolves contacts in enterprise groups individually rather than all at once. As a result, when you add an enterprise group to your users' contact lists—or if they clear their local cache—they'll only see the username and domain for each person until they hover over or interact with them.

Caveats

Caveats describe unexpected behavior. The following sections describe how to obtain the latest information.

Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect. These release notes include the following bug types:

- All severity level 1 or 2 bugs

- Significant severity level 3 bugs

- All customer-found bugs except severity level 6 enhancement requests

Severity Level	Description
1 Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2 Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist. This is the highest level for documentation bugs.
4 Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.
5 Cosmetic	Defects do not cause any detrimental effect on system functionality.
6 Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

To search for bugs not listed here, use the Bug Search Tool.

Procedure

Step 1 To access the Bug Search Tool, go to https://tools.cisco.com/bugsearch/search.

Step 2 Sign in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**. Alternatively, you can search by product and release.

Open Caveats in Release 12.6(2)

There are no new open caveats for this maintenance release.

Resolved Caveats in Release 12.6(2)

Identifier	Severity	Headline
CSCvq55546	2	Jabber for iPhone has No MOH when it gets held by other phone
CSCvq65242	3	No audio issue raised by "Encountered severe clipping, resetting AEC."

Open Caveats in Release 12.6(1)

There are no new open caveats for this maintenance release.

Resolved Caveats in Release 12.6(1)

Identifier	Severity	Headline
CSCvp45050	2	DTMF digits not transferred in time (within 50ms)
CSCvp42829	3	Jabber for iphone 12.6 "Search for Call" field not displayed without a contact/group
CSCvp24475	3	Unable to place a call with native call application after iPhone wakes up
CSCvq13803	3	Jabber does not show hunt pilot information

Open Caveats in Release 12.6

Identifier	Severity	Headline
CSCvp13523	3	Messages & Files search results fetched are not the same as Teams client.
CSCvp13630	3	Contact service 'search more' API return empty result.
CSCvp13640	3	Inconsistent presence in Jabber teams mode against Webex Teams client.
CSCvp13659	3	No space list is shown after login.
CSCvp13684	3	Unexpected unread status for one old space after sign out.
CSCvp13698	3	Many trivial threads created by cpprest when day0 login.

Resolved Caveats in Release 12.6

Identifier	Severity	Headline
CSCvo43104	2	Jabber with Hybrid (WebEx Messenger) and on-prem phone services is getting forced to sign-out.
CSCvn75049	3	Jabber for iPad BFCP share does not allow Single layout by default.
CSCvn76823	3	Missing Call State Notification With Custom Java Script on Jabber for iOS.
CSCvn82423	3	Could not reach 20fps when using high definition video even in a good network.
CSCvo13245	3	J4IOS- Add contact failed warn 'Adding this contact will exceed the maximum limit of 1000 contacts'.
CSCvo31907	3	Jabber sending non-batch request after receiving 200 ok for batch request.

Identifier	Severity	Headline
CSCvo42923	3	Jabber sends single number UDS query if batch number query returns empty results.